

**For Immediate Release**

**February 27, 2003**

**Mayor Corker launches**

**'Chattanooga 311'**

***Citizens now have 'One Call to City Hall'***

**Chattanooga, TN—Chattanooga's blue pages just became easier to navigate, thanks to Chattanooga 311.**

**Launched today by Mayor Bob Corker, Chattanooga 311 provides citizens with direct access to City Hall through a one call center.**

**Originally announced during his State of the City speech on May 22, 2002, the new call center, with an easy to remember number, provides Chattanooga residents one place to call for information, and non-emergency, non-police and fire service requests.**

**Mayor Corker said, "Chattanooga 311 democratizes the City by giving every member of our community an equal voice and ability to access City Hall. I believe that this new service will revolutionize the way City government interacts with its citizens, making it far more responsive to their needs."**

**The 311 Center, located on the first floor of City Hall, began a test phase two weeks ago, accepting calls from various departments of city government. Today marks the first day that the 311 number is fully activated and available for use by the community.**

**"Chattanooga 311 does more than just make the city more accessible to its residents," said David Eichenthal, the City's Finance and Administration Chief. "For the first time, we are able to quantify the number of requests we receive for service, evaluate our response times, and streamline communication with constituents."**

**Over the past several months, the Office of Performance Review, the City's Information Services Department and Motorola have worked closely with city departments to ensure that protocols are established to handle numerous information inquiries and service requests.**

**In addition, since the beginning of the year, 311 Center personnel, led by coordinator Liz Henley, have visited various departments to better understand their functions and the way in which they do business.**

**"We have tried to take into consideration all the right things that ensure this service functions properly and is of value to our citizens," said Mayor Corker. "Through the support of the Council and the work of our IS**

**Department, the 311 staff, and all other city departments we are offering the community a powerful tool that improves the performance of local government."**

**Citizens seeking information or who need assistance from the fire or police departments should continue to access those departments by dialing 911 for an emergency or 423-698-2525 for non-emergency calls.**

**Mr. Eichenthal added, "As Chattanooga 311 becomes fully operational, citizens are asked to be patient as we make necessary adjustments within the operation to handle call volumes. As with any new service, some tweaking may be necessary, but within days, we are confident that the Center will provide a new level of customer service to our community."**

**In the next few weeks, Chattanooga 311 online will be launched. The online service will allow citizens to complete service requests through the internet 24 hours a day and allow them to track those requests as well.**

**For Immediate Release**

**July 15, 2003**

**Chattanooga 311 now available 24 hours a day online**

***Recent survey gives new service high marks***

Chattanooga, TN—Mayor Bob Corker today announced that citizens may access the popular Chattanooga 311 service through the city's website, [www.chattanooga.gov](http://www.chattanooga.gov), effective immediately.

Launched earlier this year, Mayor Corker established Chattanooga 311 to provide Chattanooga residents with easy and direct access to City Hall. The call center, with an easy to remember number, provides Chattanooga residents one place to call for information, and non-emergency, non-police and fire service requests.

From February through May 2003, 39,890 calls were placed to the popular Chattanooga 311 service, and of those, 23,202 were specific requests for city services. The online enhancement will allow even easier access to Chattanooga 311, allowing citizens to complete a service request from their computer at any time.

Users simply log onto [www.chattanooga.gov](http://www.chattanooga.gov) and click the Chattanooga 311 logo prominently displayed on the screen. The user will then be asked for basic contact information and to identify the problem that needs to be corrected. After completing their service request, users will receive a follow-up email confirming their problem has been entered into the system and providing a tracking number for any future question that may arise.

Mayor Corker said, "This enhancement of Chattanooga 311 makes it even easier for citizens from all walks of life to easily access City Hall. Whether you prefer to place a call or place your request for service over the internet, getting help from City Hall has never been easier."

In addition to announcing the improvement to the Chattanooga 311 service, David Eichenthal, the City's Chief of Finance and Administration also released details of recent survey of 311 callers.

The survey found that 80% of telephone respondents rated 311's Customer Service Representative as good or excellent in courteously handling calls. 69% of survey participants rated the Customer Service Representative handling of their problem as good or excellent. Finally, the survey evaluated average wait times and found that 69% of respondents waited only 1-2 minutes, 17% waited 3-4 minutes and only 10% of callers surveyed waited more than 6 minutes to receive assistance.

The survey revealed the three most common reasons for accessing Chattanooga 311 were:

- **Trash Flash/ Bulky Item Collection**
- **Traffic Sign Maintenance- Routine**
- **Garbage Container Request**

**Mr. Eichenthal said, "When the City launched 311 just four months ago, we promised better customer service and the survey results suggest that we are meeting that goal. By launching an on-line version of 311, we'll make government even more accessible. And given that more than one-in-three Chattanoogaans who have been calling 311 are willing to use the web, it means that we'll be able to deliver an even higher level of customer service for those who still call in."**

**City Councilman Ron Littlefield agreed that the service has improved the service to constituents in his district and throughout the city.**

**Councilman Littlefield said, "I call Chattanooga 311 on a regular basis to begin service requests on behalf of citizens in my district. I have the ability to track the progress that is being made on each request and report back to my constituent that their problem has been resolved. The welcome addition of the online component makes the service even more powerful for the residents of our community."**

## **For Immediate Release**

**September 16, 2004**

### **Chattanooga 311 to open round the clock through storm**

**Effective immediately, Chattanooga 311 will be operational 24 hours-a-day to handle Chattanooga citizen calls related to the storm that has begun moving through the Tennessee Valley. The call center will remain open through at least Saturday at noon when the situation will be reevaluated.**

**Citizens may also report storm related damage or problems through the city's website at [www.chattanooga.gov](http://www.chattanooga.gov).**

**For more information contact Todd Womack, Communications Director for Mayor Bob Corker, at 423-757-5168.**